

Client Assistance Procedures

The staff at OHS is working to ensure your experience here is a positive one. We encourage you to communicate with the staff about any concerns you might have with your program. Here are the appropriate procedures we suggest you follow to ensure your satisfaction.

Contact your primary counselor to discuss:

- Face-to-face appointment days and times
- Group or education changes
- Rescheduling missed activities
- Current payments schedule and fee assessment information
- Change of address and phone number
- Transfers and leave of absence information
- Resources in the community

Contact the Accounting Department to discuss:

- Account balance/pay off amount
- Accrued charges (e.g., missed activity fees, late charges, leave of absence, transfer, reinstatements and enrollment fees)
- Payment arrangements
- For any other questions regarding your account please contact:
Accounts Receivable

If your concern was not resolved, or you believe you have been dismissed incorrectly, please ask to speak with the Program Supervisor.

If, after following these steps, you feel your concern has not been resolved, please contact the Program Manager:

Alameda County: Christina Islas Banthi (510) 564-1104

Contra Costa County: Douglas Bailey (925) 356 – 0850

San Diego County: Jennifer Strother (760) 752-5328

Santa Clara and San Mateo Counties: Jason Espinoza (650) 286-2162

Stanislaus County: Pat Gonzales: (209) 576-8685

All contacts may call our call center at 855-384-8055 or the office main line

